COMPAQ

Internet Communications Guide

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This guide provides definitions and instructions for Internet connection and usage with your new computer.

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Internet Communications Guide
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Welcome to the Web

The following items are covered in this guide:

- Basic Concepts
- Internet Connection
- Email
- Content Advisor
- Troubleshooting

In a few moments, you can be on the World Wide Web. It is estimated that, at the same moment, thousands of new users will join you in connecting to the Internet for the very first time!

In this guide, you begin to explore the endless possibilities of the Internet—email, shopping, news, entertainment, research, education, and much more.

Welcome to the World Wide Web. You are about to enter a very exciting new world!

Basic Concepts

Internet, Web, URL, hyperlinks, cyberspace—sound confusing?

The Internet definitely has its own terminology. Take a few moments to understand some basic concepts that will help you start surfing the Web.

To begin surfing, ensure that your computer modem phone line or broadband connection is connected in accordance with the instructions in the quick setup documents included with your computer. Next, establish an Internet Service Provider (ISP) account.

On certain models, Compaq provides a selection of ISPs for you to choose from. Check your Windows desktop.

What is the Internet?

The Internet is a global association of computers that transmit data and make the electronic exchange of information possible. Documents are stored on servers on the Internet. These documents are identified using Hypertext Transfer protocol, or HTTP, to deliver the Web pages in a format readable by your Web browser.

Millions of documents, pictures, software, and entertainment files are available for you to use on the World Wide Web. Your new computer comes complete with everything you need to get up and running on the Internet in just 10 minutes! Then, you too can have access to all these files. First, let's review some basic concepts about the Web and the Internet.

What is a Hyperlink?

Imagine you're reading a newspaper. On page 1, it may read something like "For more details, see page 3, column 2."

A hyperlink in a Web site works the same way. Use the mouse to click and launch a hyperlink. You can move instantly from page to page, Web site to Web site. Linking files together is what gives the Web its name, weaving and connecting idea to idea, all over the world.

Internet Connection

Web Browsers

Web pages are viewed with a Web browser, such as Microsoft Internet Explorer. A Web browser lets you view and explore information on the Web.

Common features of a Web browser include:

- Home page—your starting point for exploring the Web
- Search engine—takes information scattered on Web sites around the world and lists it for easy viewing and printing
- Bookmarks/Favorites—a list of Internet addresses you often visit
- History list—a list of Web sites you have visited

Using the Keyboard Internet Buttons

In addition to the standard keyboard keys, the Compaq Easy Access Keyboard offers Easy Access Buttons that make accessing your favorite Web sites, services, and applications easier and faster.

Some Internet buttons have a default function, and others can be assigned a function such as calling up your favorite Internet page or reading your e-mail. These buttons can be reassigned to a different function.

Until you set up your Internet Service Provider (ISP), each Easy Access Button takes you to a window that guides you through the ISP setup process.

Easy Access Buttons

❶		Instant Internet	Provides your daily starting point to the Internet. It connects you to a customizable Web page filled with local weather, news, sports, and financial information.
❷		Help	Takes you to the Compaq Help & Support Center, which provides information about your computer. You can find information about your computer and computer-related peripherals as well as access links to online technical support.
❸		Search	Accesses a Web site that helps you to locate news and information on the Internet. Search for topics including news and information, shopping, graphics, music, and video.
❹		E-mail	Launches your e-mail application.
❺		Smart Card or Community	Depending on your region, this button launches the Smart Card or the Compaq online Community. • The Smart Card button is available on U.S. English keyboards. When pressed, it provides information on obtaining a Smart Card and/or shopping at participating online merchants. • Community provides online collaboration between novice and technical experts, who share knowledge and information and provide assistance. Participate in existing product discussions, review commonly asked questions, and answer or post new questions to a community of users.
❻		Entertainment	Your online connection to the world of entertainment, featuring music downloads, streaming video, Web casts, entertainment news, and reviews.
❼		My Compaq PC	Takes you to the My Presario Web site.
❽		Retail/Affinity Central	Provides an instant connection to your computer store and a variety of leading consumer companies.

✎ Easy Access Button functions may vary by model and by region.

Customizing the Easy Access Buttons

All Easy Access Buttons can be reprogrammed to open any software application or data file on your hard drive, or any Internet address.

To reprogram the Easy Access Buttons, complete the following steps:

1. Double-click the keyboard icon in the notification area (lower right corner) of the Windows taskbar. The Keyboard Properties dialog box is displayed.
2. Click the **Help** button on the Keyboard Properties dialog box for instructions.

Email

Email (electronic mail) is very similar to the mail the postal carrier delivers to your home or office, except much faster.

You can send letters, pictures, postcards, even music and video clips, to friends, family, and co-workers in an instant.

Outlook Express is an email program that comes with your computer. Other email programs include AOL and My Yahoo.

AOL and My Yahoo available only in certain geographical regions.

Setting Up Microsoft Outlook Express Email

1. Press the **Email** button on the keyboard.

If the Internet Connection Wizard starts, Outlook Express is not preconfigured and you must go through the configuration process. Contact your ISP for the proper configuration settings.

2. Click the **Send and Receive** button on the toolbar. A dialog box requesting your password is displayed.
3. If you are prompted for a password, type in your password.
4. Click **Remember Password**.
5. Click **OK**. You are now set up and ready to use email.

Typing an Email Message

Regardless of the email software you choose, creating an email message is like filling out a form. When typing an email message, you must complete the following:

Feature	Description
To:	Email address of the recipient
Cc:	Person(s) receiving a copy of your message
Subject:	Summary of your message in a few words
Message:	Content of your message

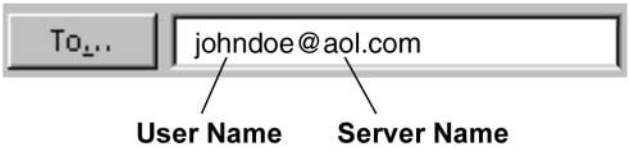
Understanding Email Addresses

To send and receive email, you need an email address so that your Internet Service Provider (ISP) will know where to pick up and deliver mail.

Some ISPs allow you to pick an email address, but others require you to follow a set pattern:

- your name
- @
- ISP server name

ISP names can be longer and more complex, but basically anything to the right of the @ sign is the ISP server name and anything to the left is the user name. For example: **johndoe@aol.com**



Email addresses are written in a very specific way. Be sure the email address you enter contains no spaces and has a period after the server name. Dashes and underscores may be used. Capital letters may be required. Confirm email addresses with recipients prior to sending.

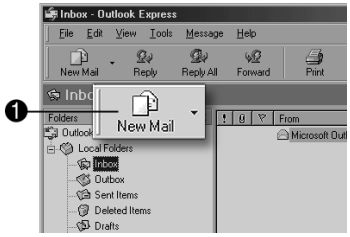
Email extensions identify the type of server where an organization resides. Some of the most common email extensions and their descriptions are as follows:

Extension	Description
.org	organization
.com	commercial
.net	network
.edu	education
.gov	government agencies
.mil	military

Sending an Email

Now that you've connected to an ISP, set up Outlook Express, and have an Internet address, it's time to write your first email message.

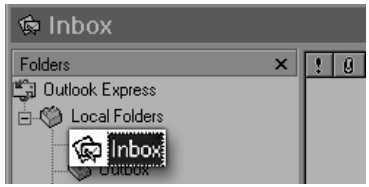
1. Press the **Email** button on the keyboard.
2. Click the **New Mail Message** icon ❶.
3. Type the recipient's email address in the **To** box ❷.
4. Type the subject of your message in the **Subject** box ❸.
5. Type your message in the message window ❹.
6. Click **Send** ❺.



Reading Your Email Messages

You receive email messages automatically, even when your computer is shut down! Your ISP stores these messages until you decide to open your email program and read them.

1. Press the **Email** button on the keyboard.
2. Click **Inbox**. New messages appear in bold type.
3. Double-click the message to display the message text.
4. Click the **Close** button in the upper right corner of the screen to close the email, or press the **Delete** key on the keyboard to delete the message.



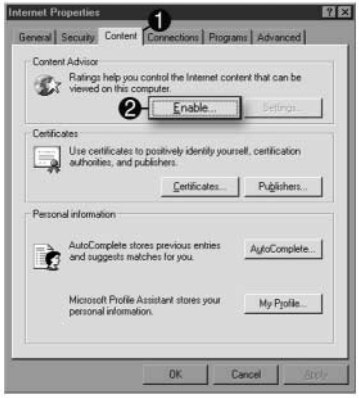
Content Advisor

The Internet provides you with access to a wide variety of information, but some information may not be suitable for every viewer.

With Content Advisor, you can:

- Control Internet access
- Set up a password
- Set up a list of Web sites that people who use your computer cannot view
- Adjust the types of content people who use your computer can view with or without your permission

Restricting Internet Content



1. On the Windows desktop, click **Start**, then click **Control Panel**.
2. In the **Control Panel**, click **Network and Internet Connections**, then click **Internet Options**.
3. Click the **Content** tab ❶.
4. In the Content Advisor area, click **Enable** ❷.
5. Click **Settings**, and then type your password in the Password box.
6. Click a category in the list, and then drag the slider to set the limits you want to use.
7. Repeat this process for each category you want to limit, and then click **OK**.

Troubleshooting

Internet Access

Symptom	Problem	Solution
Cannot connect to the Internet.	Internet Service Provider (ISP) account is not set up properly.	Verify Internet settings or contact your ISP for assistance.
	Modem is not set up properly.	Reconnect the modem. Verify the connections are correct using your quick setup documentation.
	Web browser is not set up properly.	Verify that the Web browser is installed and set up to work with your ISP.

Internet Access (Continued)

Symptom	Problem	Solution
Cannot automatically launch Internet programs.	You must log in to your ISP before some programs will start.	Log in to your ISP and launch the desired program.
Internet takes too long to download Web sites.	Modem is not set up properly.	Verify that the correct modem speed and COM port are selected: 1. Click **Start** then click **Control Panel**. The Control Panel window is displayed. 2. Click **Printers and Other Hardware**. 3. Click **Phone and Modem Options**. 4. Select the **Modems** tab then click the **Properties** button. 5. Under **Device status**, verify the modem is working properly. 6. Under **Device usage**, verify the modem is enabled. 7. If there are further problems, click the **Troubleshoot** button and follow the on-screen instructions.